Good Things:

1. **User session is maintained when browser restarts** (Efficiency) * (see severe issue #7 for disadvantage of session maintenance)

   It is helpful for the expert and frequent users of the interface to not have to log in every time they go into the site.

2. **Words are consistent with real-world desk jargons** (External consistency, Real-world matching, hence learnability)

   Words like "package", "release", "signed out to", "check in/out", are commonly used among the desk workers. Using those familiar words in the UI enhances learnability of the interface.

3. **A lot of whitespace /gray/light coloring** used (Minimalism, Aesthetics):

   Whitespace and light coloring makes the feel of the website good, as well as doesn't strain the eye.

4. **Hovering over the row of a table "focuses" the row** (Visibility, Efficiency):

   Hovering over a row makes the row prominent by adding a darker color to it. This not only makes the selected row distinct, but also increases efficiency for reading the values in the row (because they're not confused with rows below or above because of background distinction).

5. **Only one click needed for checking out/in or releasing** (efficiency)

   It is very efficient to have the frequent actions (e.g. check in/out, release) be done with just one click.

6. **Fitt's law exploitation for "Deskdash" logo** (efficiency):

Top and far-left corner is "deskdash" home page link, which I think will probably be the prominent link in future after search is implemented. So, good use of Fitts' law with infinite size for the most useful link of the UI!

Severe issues (Ordered from higher to lower severity):

1. Major/disastrous: **Added notes can't be deleted, edited, or undoed** (Safety)

   It seems like I cannot add notes right now, but in the already added notes in the UI, I don't see any undo, cancel, or edit signs. What if the user added incomplete or unintended note?

   Recommendatioin: Add "edit" or "delete" button (as shown in picture below).
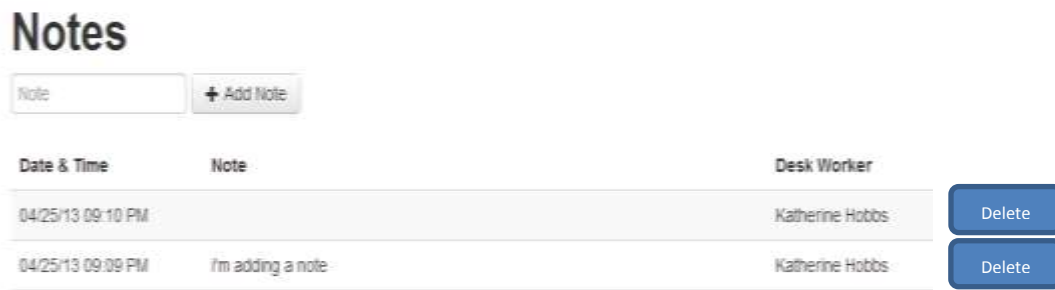
2. Major: **User has to play with the interface for a while to figure out its purpose** (Learnability, Help and Documentation)

   If a user unfamiliar with the context lands on the page, he doesn't get any information about what the app is about and who it is intended to (except maybe the title "deskdash" provides some information). The user has to play around for a while to get a sense of what the app is all about.

   Recommendation: Include a small descriptive phrase that goes with the title, e.g. Deskdash – a friend of dorm desk-workers" or something similar. Also, a small sentence on the home page describing the features of the app may be helpful.

3. Major: **It's ambiguous what the "Check in/out" column in "Items" page means** (learnability)

Two words with different meanings having the same column may create ambiguity.

Recommendation: Instead of having that as a column, I'd recommend having "Check in" or "Check out" buttons beside each item.

4. Major: **It's not clear what the functions of "X" and "Check" buttons are in the "Items" page "Check In/Out" column** (Learnability, External consistency)

For the check in/out column in "Items" page, it's not clear what cross and checks are. Is one of them assigned for check in and another for checkout? If so, it's not clear which is assigned for what. Or, is cross for deleting the row once it's checked in?, Or, is the check for signaling that transaction has completed? It doesn't seem like it because only the "check" row has an entry for "signed out to", which means it hasn't been checked in yet, which contradicts my assumption. Basically, their function isn't clear.

External inconsistency may arise because Users may have varying ideas of what "cross" and "checks" are supposed to do.

This problem is severe right now also because there is no feedback when the buttons are clicked currently.

Recommendation: Instead of having crosses and checks, have "Check in" or "Check out" buttons beside each item.

5. Major: **Buttons are the only dominant elements visually** (Aesthetics, Visual consistency, element-values)

   In squint test in "Packages", "Items", and "History" pages, all that appears are the red and green buttons. No other element in the page is that prominent.

   Recommendation: Lighten (make more gray) the color and value of buttons so that they are less prominent. Or, make other elements more prominent. The first idea is probably better, because it preserves minimalism and white-space aesthetics that you have.

6. Major Severity: **Error messages too general** (Error reporting)
   In cases of invalid addition of Packages/Notes, an error message pops up, which is good. However, the error messages themselves are not informative at all. The error report says "an error occured", which is very general and doesn't help user know what's wrong.

   Recommendation: Make error messages more specific, e.g. "Empty note".
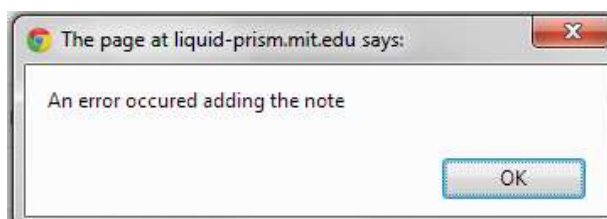
7. Minor/Major severity: **If desk has a common computer, maintaining session makes most users sign out previous desk-worker's session and then log in** (Efficiency, Safety)

   Usually, people tend to forget to log out. If the desk has a common computer that all desk-workers use (which is generally the case), then most users have to first log the previous user out, and then log in, which is time-consuming (efficiency). Also, sometimes desk-

workers might accidentally continue using the previous desk-worker's session and the error-correction for that may be difficult (safety).

Recommendation: Regarding that most desk-workers share a common computer, don't maintain the user session.

8. Minor severity: **The information about who is logged in isn't** prominent (Visibility, higher value to more important elements, safety):

Desk workers usually change frequently, and use the same computer. Therefore, it is necessary that a user prominently sees who's logged in, so that he can log out if another person's session is still active.

Recommendation: Make it bolder and bigger.

9. Minor severity: **Words "location" and "name" in "Packages" page are vague and** ambiguous (Learnability, ambiguity)

In the "Packages" page, the word "Location" for second column is vague and ambiguous. Is it where the package came from (I have an enhanced feeling of that because there are entries like China), or is it the room number of the recepient of the package? I actually think the word "Name" is vague as well, for similar reason (receipient or sender), but it's easier to guess who it is, so maybe it's not that big of an issue.
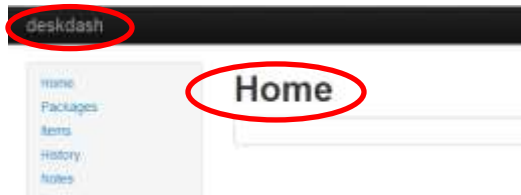
Recommendation: Change "Name" to "Recipient" and "Location" to "Room no. or Suite No."

10. Minor: **Logo not prominent and aesthetic** (Visibility, Aesthetics):

The titles for individual pages are much bigger than the app logo itself, which doesn't look aesthetically pleasing. Also, since logo is of greater prominence in the UI, it should have greater value and visibility.

11. Minor/Cosmetic Severity: **Input textbox in "Notes" page is not perceptive of a "note", but rather something of smaller length** (External consistency, Match to real world)

If the text input box were bigger and more square, it would be consistent with the real-life perception of a note, which is usually associated with a sticky note.
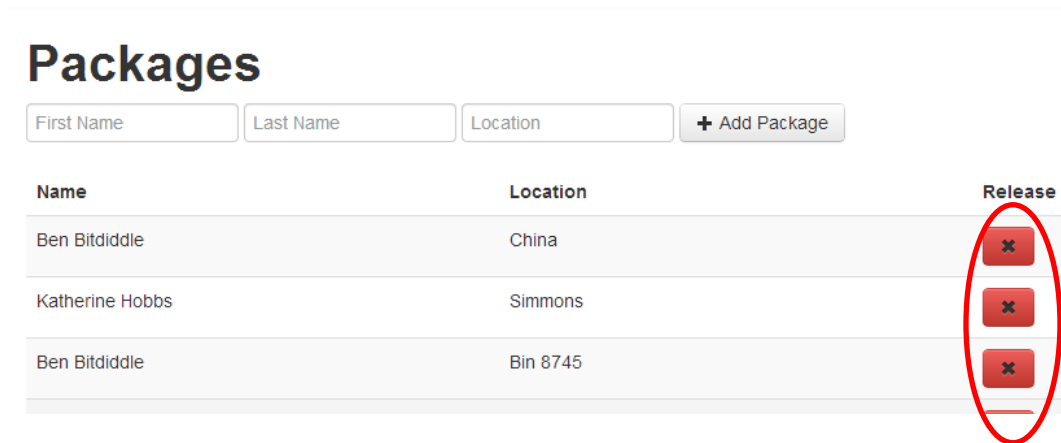
Recommendation: Make the input textbox a text area.
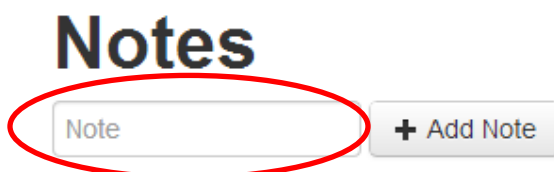
12. Cosmetic Severity: **"X" buttons in "Release column" of Packages may mean different than intended meaning** (External inconsistency)

"Release" column in "Packages" page has "X" buttons. However, they may usually have different meanings than intended in this UI (e.g. delete the package completely, which the UI does anyway, but still my point is valid ☺).

Recommendation: Have "Release" and "Released" buttons rather than "X"s.

13. Cosmetic: **Search bar and button at home page have no margins** (Aesthetics):

Home page isn't as aesthetic as other pages. One of the reasons is that the search input bar is too long and is attached to the button. There is no margin/spacing between elements, hence reducing whitespace, hence reducing aesthetic value.

14. Good/Cosmetic severity : **"Undo" button in "History" page is similar to general undo symbol but the background color is not** (external consistency)

Red background suggests "danger" and gives very high value to the element, suggesting this is a frequently used button, and probably the error has already been made, so the user needs to undo.

Recommendation: Make background transparent.